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# Senior Employee Relations Consultant

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## Position Summary

The Sr. Employee Relations (ER) Consultant position is a vital role designed to provide best in class employee relations services to either the University's Academic Division or the Health System. The Sr. Consultant will work closely with HR professionals, managers and employees to resolve workplace issues and serve as a strategic, consultative business partner for assigned areas. The primary focus of this position includes handling ER investigations, providing advanced advice and counsel to HR professionals and managers on workplace issues, policy interpretation and application of the progressive disciplinary process that includes informal counseling, formal discipline and the grievance procedure process. The Sr. ER Consultant acts as trusted advisors amongst other ER Consultants and executive leadership. Autonomy of Sr. ER Consultants is high, given the expertise they demonstrate in the performance of their roles. The incumbent will report to either the HR Manager within the Academic Division or the Health System and will not have direct reports.

## Responsibilities and Duties

- Serve as internal consultant to all levels of management and staff on the appropriate administration of human resource policies, practices, and procedures to ensure consistent, equal, and fair treatment of all employees
- Take a lead role in providing support, training, guidance and development of staff on the HR/ER Team with the aim to develop a body of knowledge amongst the team
- Assist the ER Manager by developing ER tools for field HR partners to utilize and develop training for managers and employees to mitigate risks and to promote a more engaged workforce
- Conduct on-site investigations. Prepare questions, evaluate the information collection and make recommendations to appropriate manager as to the resolution of the cases
- Provide advice and counsel to HR professionals and managers on workplace issues regarding policy interpretation and application, and the progressive disciplinary process that includes informal levels of counseling, formal discipline and the grievance procedure process
- Prepare thorough documentation of audits, meetings, and inquiries to maintain accurate employee relations case logs for historical and reporting purposes
- Handle "serious" cases/investigations (e.g. workplace violence, harassment, discrimination, gross misconduct and fitness for duty), and works with University Police, Faculty Employee Assistance Program and other University entities for immediate intervention
- Mediate employee problems and provide structure for informal negotiations that promote a "win-win" resolution for all parties
- Contribute to the continued improvement of the health of the organization by monitoring performance indicators, such as levels of grievances, disciplines and disputes and developing initiatives and solutions in collaboration with other HR colleagues to enable positive trends
- Participate in and/or lead special projects to support employee relations, compliance, and reporting
- Represent the Agency in Grievance proceeding as necessary

## Functional Area Outcomes

- Increase number of cases resolved and provide greater visibility to trends
- Reduce time to resolve internal complaints
- Improve grievances won/loss ratio
- Minimize the number of regrettable exits due to performance / discipline
- Increase customer satisfaction with employee relations services

## Knowledge, Skills and Abilities

- Carry out responsibilities with a sense of urgency with all issues as appropriate, honoring confidentiality of cases and personnel data, and managing sensitive information with discretion, integrity and respect
- Design and implement programs, policies and practices to ensure that the employer complies with federal, state, and local HR regulatory requirements
- Handle complex ER cases and matters, and interfacing effectively with all levels within an organization to deliver strong pragmatic consultation
- Serve as a mentor to the ER consultant team
- Exercise autonomy, independent judgment and decision-making, provide sound reasoning for recommendations, and balance information to resolve issues and mitigate risk
- Serve as internal consultant to all levels of management and staff on the appropriate administration of human resource policies, practices, and procedures to ensure consistency in application
- Effectively communicate ideas to coach and facilitate change at all levels
- Resolve complex problems and effectively communicate rationale with key stakeholders, while remaining sensitive to employee concerns and adapting to different, sometimes conflicting stakeholder needs
- Create and deliver training to employees and management groups
- Work effectively as a member of a team and with a wide range of employees, think quickly, and have an approachable nature

## Required and Preferred Qualifications

**Required Experience:** 5 years of experience handling employee relation matters in a Human Resources/Employee Relations and or Employment Law role

**Preferred Experience:** 7 years of experience handling employee relation matters in a Human Resources and or Employment Law role

**Required Education:** Bachelor's degree

**Preferred Education:** Master's degree

**Preferred Certifications:** PHR, SHRM-CP, SHRM-SCP, SPHR, or an equivalent professional qualification